



April 13, 2020

To Our Guests and Family Members:

We want to inform you that we have received confirmation that an individual at The Laurels of Middletown has been diagnosed with COVID-19. We want to assure you that the positive individual has not been at facility upon findings of symptomology. We are exhausting all efforts based off of CDC guidance to ensure the safety of our guests and employees, and there are currently no other suspected cases at this time. Guest safety is our top priority. We are doing everything we can to ensure we stop the spread of COVID-19 within our Facility, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. We are not permitting visitors per the direction of the local health department, as well as CMS and CDC.

We encourage you to call our center at 513-424-3511 at any time for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we continue to restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our guests. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or other social media formats.

We will contact you if your loved one is suspected or diagnosed with COVID-19.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

We know that you may have questions and we encourage you to contact our Facility. Additionally, please contact the Facility, and provide an email address for future communication. Please contact the center at 513-424-3511 and ask to speak to Daniel Morgan to set these up or use our Facility email [ConnectToMiddletown@laurelhealth.com](mailto:ConnectToMiddletown@laurelhealth.com).

Sincerely,

Patricia Nelms, LNHA  
Administrator  
The Laurels of Middletown